



## Virtual Visits: Get 24/7 Care, Anywhere

Illnesses and injuries seldom happen at convenient times. Regardless whether it's after doctor's hours, on the weekend or on the road, you want access to immediate, cost-effective care.

Virtual Visits benefit from Blue Cross and Blue Shield of Illinois (BCBSIL), the doctor is always in. Get 24/7 non-emergency care from a board-certified doctor by phone, online video or mobile app from almost anywhere.

Skip expensive urgent care or ER bills and waiting to see a doctor. You can speak with a Virtual Visits doctor within minutes. Services are available in both English and Spanish with translation services available in other languages.

## Why Virtual Visits?

- 24/7 access to an independently contracted, board-certified doctor
- Access via phone, online video or mobile app from almost anywhere
- Average wait time of less than 20 minutes
- Doctors can send e-prescriptions to your local pharmacy

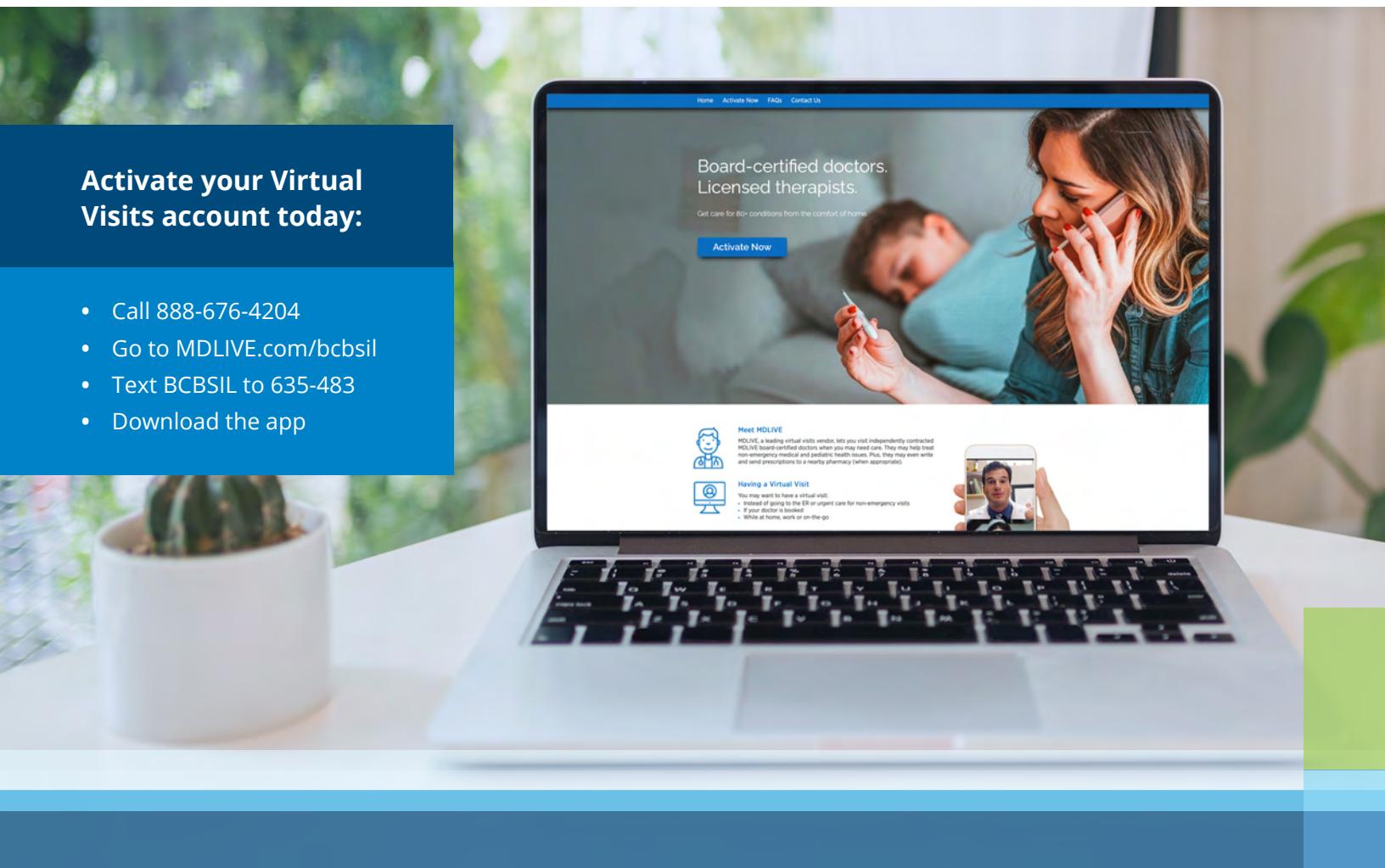
**The Virtual Visits benefit is a convenient alternative for treatment of more than 80 health conditions, including:**

- Allergies
- Headaches
- Cold/Flu
- Nausea
- Fever
- Sinus infections

**First, call your doctor's office; they may also offer telehealth consultations by phone or online video. If you have any questions about this or any other BCBSIL benefit, please call the number on the back of your ID card.**

## Activate your Virtual Visits account today:

- Call 888-676-4204
- Go to [MDLIVE.com/bcbsil](http://MDLIVE.com/bcbsil)
- Text BCBSIL to 635-483
- Download the app



Virtual Visits may be limited by plan. For providers licensed in New Mexico and the District of Columbia, Urgent Care service is limited to interactive online video; Behavioral Health service requires video for the initial visit but may use video or audio for follow-up visits, based on the provider's clinical judgment. Behavioral Health is not available on all plans.

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